



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

in re application of:

Holden, et al.,

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR
DYNAMIC QUEUING IN AN
AUTOMATIC CALL DISTRIBUTOR

§ Docket Number: 11433RRUS01U
(22171.177.02)

§ Customer No. 27683

§ Group Art Unit: 2151

§ Examiner: Phillips, Hassan A.

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the non-final Office Action mailed May 16, 2005, please reconsider the application in light of the following amendments and remarks:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 7 of this paper.